

General Notes To Consider When Resetting:

It is always best to restore the device to factory settings through the Settings menu. This is called a "soft reset." But this isn't always possible, especially if there is a screen lock code or damage preventing you from getting into the actual phone. So below, we will cover the ways to "hard reset" your device, based on what manufacturer or model you have. **But first, it is very important that we cover a brief note about accounts.**

For Apple Devices:

If you can get into the phone or tablet's settings, it is important to check the iCloud page. This is typically at the very top of the first page in the Settings app. Occasionally, it will be listed a bit further down, under iCloud (this is usually on older models). If there is no iCloud account, then you are ok to reset the phone through Settings>About>Reset or Restore.

If there is an iCloud account, this doesn't necessarily mean the device will be locked. We want to open that first page of the account and scroll down a bit. You will be looking for a spot that says "Find My iPhone." If it isn't on the main page after tapping on the account, then look for a spot that says "iCloud" and tap on that. "Find My iPhone" should be listed there. If "Find My iPhone" is turned off, then you can go back to the account's first page, scroll to the bottom, and delete or remove the iCloud account. No password will be required. Once this is done, it is safe to reset the device, which can be done under Settings>About>Reset or Restore. If "Find My iPhone" is turned on, then a password will be required in order to remove the account, and the device will have to be reset through iTunes. See the "Apple" section below.

For non-Apple Devices:

If you can get into the phone or tablet's settings, it is very important to check the Accounts page. Google accounts can be removed, in this case, without requiring a password to the account. However, if the settings cannot be accessed, or the Google account is not removed before resetting the device, then it will be locked by the account. Once locked, the account's password will be required in order to get through setup. Sometimes, multiple Google accounts are put on the same device. All Google accounts must be removed, whenever possible, BEFORE resetting the device, or it will drastically lower the trade-in and resale value. Once you are in the Accounts page, tap on each Google account that is on the device. The next page should either have an option to delete the account or there should be a 3 dot/line menu option somewhere near the top right area where you can select to do so. In most cases, the account will be deleted after a moment. If it does not, there are occasions when the device needs to be connected to wifi or have cellular service. Once connected to wifi, try again if the account is still there.

Samsung accounts work the same way, except they cannot be removed without a password, even if you can get into the settings. If there is a Samsung account and you do not have the password to it, then you will have to leave that account on it, and the device will have to be hard-reset via the "Samsung" section below. Note that it will be Samsung-locked, in this case. Other accounts do not matter and you needn't bother yourself removing them. The rest of them will delete when the device is restored. Only Google and Samsung accounts are of concern here.

If you cannot get into the device's settings and accounts, then let's proceed to the hard reset methods. Please select the option below that best applies to the device you are looking for.

- **Apple: (For these methods, all Apple devices will need to be plugged into a Mac first and have iTunes or Configurator2 available. Otherwise, they will not work.)**

iPhones 4 through 6S+ (iPhones and iPads with a pressable Home button):

If the device is powered off, press and hold down both the Home button and the Power key. Once you see the apple appear on the screen, continue holding the Home button, but release Power.

If the device is powered on, you can either turn it off or just do as it says above. The only difference is that the phone will restart first instead. If you did it properly, the device's icon on the Mac will have changed to either a computer symbol or an iTunes symbol with a cable pointing up to it. The phone itself will usually show this as well, but does sometimes just stay as an empty black screen. As long as it shows correctly on the Mac, it will still work. If you get a black box on the device or on the Mac that says "DFU", this is still fine. The reset process will still work. You can now select the device and erase it via Summary and Restore in iTunes. If you are using Configurator, then select the device (or multiple devices), click Actions, then Restore. Be sure to click Ok on the confirmation message afterwards.

iPhone 7 (Has a metal back and a Home button that vibrates but doesn't actually press in):

The iPhone 7 is exactly like the previous models' restoration process, except that it uses Volume Down and Power, instead of Home and Power.

iPhones 8 and up (iPhones with a glass back, and iPads without a pressable Home button):

These models can be a little trickier. If the device is powered off: Go ahead and turn it on, but keep holding the Power key. As soon as you see the Apple logo, continue holding Power while you press and immediately release the following keys: Volume Up, then Volume Down. Keep holding the Power key until the device goes into Recovery Mode.

If the phone is powered on, quickly press and release Volume Up, press and release Volume Down, then press and hold Power. It may take a few seconds, but the device should power off. Do not let go of the Power key. The phone might appear

to try restart once or even twice before it enters Recovery Mode. Just continue holding the Power key until it does. If it restarts 3 or more times, then something might not have worked right. Keep holding the Power key while you quickly press and release Volume Up and then Volume Down again.

- **Samsung (and the majority of Androids):**

The resetting methods below should work for both phones and tablets. Samsungs will always use Volume Up and Power. An additional key is typically used, depending on the model of the phone.

Models with a physical Home button (typically older models):

Power off the device first and wait a moment. Press and hold the following keys together. Home, Volume Up, and Power. Once it restarts/powers on, continue holding Home and Volume Up, but go ahead and let off of Power. On most models, you will see a little message pop up in the upper left corner. You will end up at a black screen with an image of an android. If you are using a Samsung phone, then no action is needed here. Simply wait and the device will continue to the next screen itself. On any other devices, you will need to hold Power while you tap and release Volume Up. You should now be at a black screen with different options. (This screen may vary in appearance or even in functions, depending on what model of phone you have. But there should be instructions on the screen for how to proceed.) In most cases, Volume Up and Volume Down will scroll through the options, and Power will work as an Enter key. Be sure to follow the phone's instructions though, as there are some models that vary. You will either be looking for "Wipe Data / Factory Reset" or "Recovery Mode", in which case, you should have "Wipe Data / Factory Reset" on the following screen. Once you have told the phone to wipe its data, it will either restart on its own, or you will be back in a menu where you can restart or power off the phone. Which you do doesn't matter. The phone should be erased now. Be aware though, that the first time starting a phone back up after this process can take a little while for it to start. It is still erasing data and restoring software during this timeframe.

Models with a Bixby key (typically on the left side, below the Volume keys):

These models are identical to the above instructions, except you will start by holding Bixby instead of Home. That's Bixby, Volume Up, and Power.

If you do not have a Home button OR a Bixby button:

Turn off the device and give it a few moments. Now just hold Volume Up and Power, to begin. Then follow the above instructions.

If you cannot power-off or restart the phone without a passcode, or due to damage:

Some newer models have begun requiring the passcode to even restart the phone. Or maybe the phone is damaged and giving you trouble. If the device has no image, then go ahead and stop here. It will either need to be attempted professionally, or processed as-is. Otherwise, almost all Samsungs, and even most Android phones, can be force-restarted by holding certain keys for several seconds. (If the screen is timing out and you are having trouble knowing whether it has done this or restarted, try tapping the screen every few seconds to keep it on.)

If you have a Home button, restart by holding Home, Volume Down, and Power.

If you have a Bixby button, restart by holding Bixby, Volume Down, and Power.

If you have neither, just hold Volume Down and Power. When the device restarts, proceed with the directions in the first section.

- **LG:**

LG's can be a little tricky sometimes and can require pretty good timing. There are 3 methods for hard-resetting them, depending on which model it is. And all 3 methods use the Volume Down key and the Power key. I have ordered them by the frequency with which I typically see the most.

Method 1: Hold Volume Down and Power. When the phone restarts/turns on, continue holding Volume Down, release Power and immediately repress and hold Power. You should be holding down both Volume Down and Power at this point. Keep doing so. If it doesn't enter Recovery Mode, it will simply restart and you can try again with another method.

Method 2: Hold Volume Down and Power. When the phone restarts/turns on, simply continue holding them both. The device will either enter Recovery Mode, or it will restart again. In this case, try another method.

Method 3: Hold Volume Down and Power. When the phone restarts/turns on, continue holding Volume Down, release Power for 3 seconds, then press and hold Power again. You should be holding both Volume Down and Power at this point. Keep doing so. If it doesn't enter Recovery Mode, it will simply restart and you can try again with another method.

Next: You should be at a Recovery screen. On LG's, they are typically white screens with minimal options. Volume Up and Volume Down will scroll between the options (there are usually only 2 available), and Power will work as Enter. You will need

to select the Factory Reset/Restore or Data Wipe option, and then confirm on the following screen. Once erased, be aware that the phone might take awhile to boot back up the first time. This is normal.

If you have tried all 3 methods and none are working, then feel free to retry them or have a professional give it a go. As I mentioned before, a couple of these methods can require pretty spot-on timing, and even the pros have to try multiple times with some of these phones.

- **Motorola:**

Motorolas can have a few methods. I have listed them here in the order which I typically see the most of.

Method 1: This method requires both Volume keys and Power to be held while starting up or restarting the phone. This will bring you to a boot menu where you can use Volume Up or Down to cycle through the options to the "Recovery Mode" or "Recovery Menu" option. Once there, press the Power key. This will often bring you to a screen with an unconscious-looking android. Just hold down Power while pressing Volume Up to bypass this screen. From the Recovery Menu, use the Volume keys to scroll down to "Wipe Data / Factory Reset" then press Power. When it asks if you are sure, press Power once more and you're good to go.

Method 2 (Requires a Home button): This is typically the same as most Androids. Power off the device first and wait a moment. Now press and hold the following keys together. Home, Volume Up, and Power. Once it restarts/powers on, continue holding Home and Volume Up, but go ahead and let off of Power. On many models, you will see a little message pop up in the upper left corner. The next screen could vary, but you will often end up at a black screen with the image of an android on it. Hold down Power while you tap and release Volume Up. This should bring you to the Recovery screen, where you can use the Volume keys to highlight "Wipe Data / Factory Reset" and select that using the Power key. You will need to confirm this action on the next screen.

Method 3: See Method 2, but try without the Home button. For this method, you will only use Volume Up and Power.

- **Google Pixels:** Press and hold the following keys until you reach the Recovery Menu: Volume Down and Power. This can take up to about 10 seconds, depending on the phone and whether or not it is powered on or off. You should end up at a black screen with some options. Use the Volume keys to navigate through the different options. You will be looking for "Recovery." Use the Power key to select this, and confirm if you are asked.

- **1+ / One Plus:**

The newer 1+ models tend to use both Volume buttons and the Power button. Turning them on (or restarting them) this way will bring you up to a boot screen. Just use the Volume Up or Volume Down key to cycle through to "Recovery Menu", then press Power. The phone will boot to a black screen with a digital keyboard. Underneath the keyboard, tap on the "Forgot Password" option, then tap "Ok" to the next 2 prompts. The phone will now reset to factory settings.

- **Blackberry:** These can be troublesome, and there are several methods, depending on your model.

Method 1: On many older models, simply put in the wrong password 10 times. Some models will require you to type the word "blackberry" 2 or even 3 times during this process, in order to ensure it is not happening unintentionally in your pocket. After the 10th time, the phone should erase.

Method 2: With the device powered off, press and hold Volume Down and Power until the Android recovery screen appears. Press and hold the Power button again, for 10 seconds. The device should reset.

Method 3: Press and hold Alt, Left Shift, and Delete for several seconds. The device should go black and restore to factory settings.

Method 4: With the device powered on, swipe down from the top of the screen and select the following options: Settings>Security and Privacy>Security Wipe. You will need to enter the word "blackberry" in the following field. Now select "Delete Data."

If none of these options seem right for your phone or seem to be working, then you might have to consider leaving it to a professional. There are Blackberry models which require computer software or other methods.

- **Other:** If you are unsure what kind of phone you have or you have one that is not categorized above, then I would recommend attempting to reset it using the instructions listed in the Samsung section. Those methods will work for the majority of non-Apple smartphones.

- **Flip Phone:** Most flip-phones will reset with the following method, and it will be necessary for you to be able to get into the phone's settings. If you are locked out of the device, then a hard-reset at home might not be an option for you. You will typically be asked for the phone's password twice throughout the process. If you have changed the password and know it, then use that. If you have not set a password, then it is typically the last 4 digits of the phone number. You can get this by going to Settings and then About. Once you have that number, back up to the first page of Settings and find the Security section or the Security and Privacy section. Once there, you will be looking for "Restore." Just follow any prompts and you should be good to go. And great news: flip phones reset fast!